

Manager of Information Technology

Administrator V

Agency Name:	Dept. of Fire Services
Official Title:	Administrator V
Functional Title:	Manager of Information Technology
Occupational Group:	Not Used
Position Type:	Non-Civil Service
Full-Time or Part-Time:	Full-Time
Salary Range:	\$38,067.12 to \$86,951.73 Annually
Bargaining Unit:	M99
Shift:	Day
Confidential:	No
Number Of Vacancies:	1
City/Town:	Stow
Region:	CENTRAL
Facility Location:	P.O. Box 1025-State Road Stow, MA 01775
Application Deadline:	11-13-2009
Apply Online:	No
Posting ID:	J19542

This position is funded from the Commonwealth's annual operating budget.

Duties:

1. Serves as Project Manager for IT projects such as acquisition of a statewide interoperability projects, development of Intranet/Internet pilot applications. Coordination and implementation of a document and knowledge management system. Organizes and assigns work to IT personnel to ensure goals of the project are accomplished. Serves as the primary spokesperson for the department to communicate status of current projects and request for approvals from the Senior management team. Leads effort to develop request for proposal response for new IT initiative. Ensures projects remain on schedule.
2. Oversees short and long-term IT strategic planning for DFS. Collaborates with the staff from other departments to determine user needs and develops action plans to meet these needs. Prioritizes annual technological initiatives and ensures initiatives are consistent with IT plan for the Commonwealth. Determines specifications for IT purchases and allocates these purchases to various departments. The planning time horizon is 3 years.
3. Serves as the liaison between IT staff and the internal/external agencies such as EOPS, ITD, OSD, CHSB, MEMA and other Commonwealth agencies. Provides updates on status of projects to interested parties. Ensures collaboration and integration of processes through follow up evaluations. Communicates decisions among the user community regarding new priorities and projects.
4. Develops and implements IT policies and procedures. Meets with the Senior management to get reviews and sign-offs for new policies and procedures.

5. Prepares and implements IT budget requests and allocations. Ensures funds are well spent and distributed wisely. Manages procurement of IT equipment, software, etc. Assures integration of systems within the agency to coordinate resources to a larger network through delegation of activities between the Commonwealth and IT.
6. Provides managerial oversight to staff. Recommends hiring/firing of staff and provides annual performance evaluation. Provides staff with coaching, training, and assesses resource capabilities. Holds monthly staff meetings to address policy and procedures. Oversees development of user training in collaboration with Human Resources to facilitate migration to new technology.
7. Other duties, as assigned.

Qualifications:

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) five years of full-time, or equivalent part-time, professional, administrative, supervisory or managerial experience in business administration, business management, or public administration and (B) of which at least four years must have been in a supervisory or managerial capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Master's or higher degree with a major in business administration, management, public administration, industrial engineering, industrial psychology, or hospital administration may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

SPECIAL REQUIREMENTS: None.

Preferred Qualifications:

- Knowledge of the concepts, methods, techniques and applications of computer programming.
- Knowledge of the capabilities and limitations of computer hardware.
- Knowledge of the terminology, codes and standards, abbreviations & applications to electronic data processing.
- Knowledge of the methods and techniques used in organizing work processes and functions to facilitate the use of computer methods.
- Knowledge of the principles, practices and techniques of supervision and management.
- Ability to determine proper format and procedures of assembling items of information.

- Ability to communicate effectively both orally and in writing.
- Ability to understand the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing DFS activities.
- Working knowledge of LAN/WAN based operations.
- Knowledge of network hardware (routers, bridges, switches, bulbs, wireless access points).
- Strong knowledge of TCP/IP and related network services (DHCP, WINS, DNS, SMTP).
- Strong knowledge of Microsoft Active Directory Services.
- Knowledge of client workstation operating systems (Microsoft Windows & Linux).
- Strong knowledge of IBM Domino Server and experience managing large e-mail system with local and remote users.
- Knowledge of IBM Workspace & Lotus Notes Client.
- Working knowledge of telecommunication switches and voice mail systems.
- Experience as an IT Manager dealing with multiple projects.
- Some background or experience with mobile telecommunications is a plus.
- A developing concept or an idea of groups and communities of practice sharing information.
- Some systems implementation / upgrade implementation experience would be helpful.
- Knowledge of Commonwealth of Massachusetts systems (MMARS, HR/CMS) is preferable.

How To Apply:

Mail cover letter and resume to:

Maribel Fournier, Director of Administrative Services
Department of Fire Services
P.O. Box 1025-State Road
Stow, MA 01775

Please submit 2 copies of resume and cover letter and include an email address on all correspondence.
Faxed, emailed or late resumes will not be accepted.

Agency Web Address:

<http://www.mass.gov/dfs>